



CAPABILITIES STATEMENT

Summary

Topsarge Business Solutions began in 1991 as an internet-based military themed online collaboration center targeted toward the US military and their personnel and later growing into a Department of Defense “Best-of-breed” portal. We are an award-winning provider of operational solutions to the public and private sector in the four areas of: Information and Knowledge Management; Professional Training and Mentorship; Enterprise Web and Collaborative Services; and Research, Writing and Publishing Support.

A Service-Disabled Veteran-Owned Small Business (SDVOSB), Topsarge is committed to creating innovative and flexible solutions for our clients in a targeted set of activities.

1. Areas of Expertise: TBS offers services and/or onsite direct support in the following areas:

- ❖ Knowledge Management Solutions – Skilled at developing strategies and programs that incorporate organizational goals to achieve efficiencies which streamline operations in accordance with the principles of managing people, developing processes, and employing technological solutions.
- ❖ Online Community Management – Offer professional facilitation support and virtual team development capability by managing vibrant, online communities with a user’s perspective.
- ❖ Leadership and Management Consulting and Mentorship – Provide access to our network of Senior Mentors and consultants who offer deep experience as senior enlisted leaders from within the Department of Defense at the highest levels.
- ❖ Training and Coaching Services – Serves a primary trainer and over-the-shoulder coach to customers in groups or one-on-one settings while providing real world advice and solutions in each of our areas of expertise.
- ❖ Web Development and Hosting – Provides back-end portal development and support using specialty software, tools, and applications that facilitate web portal and internet hosting.
- ❖ Blogs and MilBlogs – Social Media expert in a variety of Web 2.0 applications such as Facebook, Twitter, Flickr, Blogs, and micro-blogs. Develops integration strategies and techniques to successfully implement and market organizations via social media.
- ❖ Print and Web Authoring - Experienced in writing, book authoring, oral interviews, blogs, micro-blogs and other existing or emerging print and Social Media applications.
- ❖ Research and Data Mining – Skilled in conducting research at a variety of brick-and-mortar facilities such as Libraries, Archives or Research Centers, as well as conducting internal reviews and internet searches.

2. **Expertise Summary** TBS was an early adopter of online collaboration tools and portals in support of the military community for over 19 years. Developer of one of the earliest military themed collaboration portals, our founder received recognition from the United States Army Chief Information Officer as an Army Knowledge Management Pioneer. Online communities and portals serve as centerpieces of most organization’s Knowledge Management efforts, which is in our specialty area.



We offer skill-sets either internally or through our partnerships with other experts based on our clients' needs or requests. We have formed a network of experts with military and/or academic skills that bring experience in both the public and private sectors to our clients. Topsarge personnel have consulted on, written, or edited a number of periodicals and books, and have been experience as bloggers and micro-bloggers as part of organizational communication efforts. Our training and coaching capability allows us to bring a variety of high quality experts based on demand and need. We can run your training events, consult on how to best establish systems, processes or programs to meet your goals and requirements.

3. Codes

DUNS: 827647947 **CAGE/NCAGE:** 56AW7

NAICS:

- ❖ 518210 - Data Processing, Hosting, and Related Services
- ❖ 519190 - All Other Information Services
- ❖ 541512 - Computer Systems Design Services
- ❖ 541519 - Other Computer Related Services
- ❖ 541611 - Administrative Management and General Management Consulting Services
- ❖ 541618 - Other Management Consulting Services
- ❖ 541690 - Other Scientific and Technical Consulting Services
- ❖ 541720 - Research and Development in the Social Sciences and Humanities
- ❖ 611420 - Computer Training
- ❖ 611430 Professional and Management Development Training
- ❖ 711510 - Independent Artists, Writers, and Performers

4. Customers/Clients

- ❖ US Army Battle Command Knowledge System (BCKS)
- ❖ Office of the Sergeant Major of the Army
- ❖ Association of the United States Army (AUSA)
- ❖ MilitarySignatures.com
- ❖ US Army Center of Military History
- ❖ US Army Museum of the Noncommissioned Officer

5. Contact Information

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